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TENNESSEE

QUESTIONS & ANSWERS RFP FOR COMPREHENSIVE YOUTH SERVICES PROGRAM (PY 2017 – 2019)

(April 17, 2017)

1. Is there any guidance on ideal length for the RFP submission?

ANSWER: There is no restriction on the total number of pages submitted as a response to the RFP. Please note any section that may require the Respondent to limit the page quantity of their response to that particular section of the proposal.

2. Can you share any sample RFPs or past winning RFPs?

ANSWER: All Public Records Requests are submitted online through the City of Memphis Law Division website at:

<http://www.memphistn.gov/Government/LawDivision/PublicRecordsRequest.aspx>

3. In terms of the performance measures, how do you define "program exit?" Are there any conditions for how long services can or should be given before that exit?

ANSWER:

For the program exit question – An exit is the last date of service. The last day of service cannot be determined until at least 90 days have elapsed since the participants last received services, services do not include self-service, information only services, activities or follow-up services. This also requires that there are no plans to provide the participant with future services. Programming is not to exceed 1-year, due to the mandatory 12 months of follow-up in a two year contract period. Programming should include the 14 programs areas as defined by WIOA, that lead to the below indicators:

Primary Indicators of Performance

A. Employment Rate-2nd quarter after exit: Youth indicator is the percentage of participants in education or training activities, or unsubsidized employment during the second quarter after exit

B. Employment Rate- 4th quarter after exit: Youth indicator is the percentage of participants in education or training activities or unsubsidized employment during the fourth quarter after exit

C. Credential Attainment: The percentage of those participants enrolled in education or training program who attain a recognized postsecondary credential or secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program. A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or equivalent only if the participant is enrolled in education or training program leading to a recognized postsecondary credential within one year after exit from the program.

D. Measureable Skills Gains: The percentage of program participants who, during a program year, are in education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skills gains as defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment. Depending on the type of education or training program, documented progress is defined as one of the following:

- a) Documented achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level
- b) Documented attainment of a secondary school diploma or its recognized equivalent
- c) Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the State's units academic standards
- d) Satisfactory or better progress report towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training; or
- e) Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams

4. What is LWDA 13's definition of "requires additional assistance" under eligibility criteria?

ANSWER:

- A. "Requires additional assistance to complete an educational program" shall be defined as an individual who:
- 1. Is currently at risk of dropping out of school, as determined by referral from a school staff person, probation officer, or other responsible person with documentation evidencing chronic poor attendance or discipline problems during the last 12 months, or has educational underachievement (i.e., less than a cumulative 2.0 grade point average); or
 - 2. Is currently enrolled in special education classes that require appropriate education for children with disabilities and has an Individual Education Plan (IEP); or
 - 3. Is currently attending an alternative education program that leads to a high school diploma or High School Equivalency; or
 - 4. Is currently credit deficient (i.e., one or more grade levels behind peer group); or
 - 5. Has failed to achieve the required score on the local school "End of Course Assessment"; or
 - 6. Is currently on academic probation with documentation evidencing such; or
 - 7. Is currently failing two or more academic subjects in the current academic period (e.g., semester, trimester, etc.)

Supporting documentation shall be provided from the educational institution with sufficient detail explaining the participant's status. Examples of appropriate documentation include but are not limited to report card(s), letter(s) or other official documents from school on the school's letterhead.

- A. "Requires additional assistance to secure employment and hold employment" shall be defined as an individual who:
- 1. Has failed to secure a job within the past three months after employment search (i.e., Job Search log complete in detail with all necessary signatures, dates, etc.) and has received a low score on a pre-employment skills assessment. Sufficient documentation shall consist of job search log complete in detail with all necessary signatures, dates, etc. and copy of applicable test results indicating the participant has a low score; or
 - 2. Is not registered for work with the Tennessee Department of Labor & Workforce Development. Verified via the State's Management Information System (i.e. VOS) under Wagner Peyser; or
 - 3. Is employed part-time (less than 30 hours per week) and has been unable to obtain full-time employment within the past three months after employment search. Documentation shall consist of at least two or more recent pay stubs within the last thirty days and a detailed job search log; or
 - 4. Has been employed full-time in short term employment by a temporary agency (i.e., four months or less) within 12 months prior to application. Sufficient documentation shall consist of at least two (2)

recent pay stubs within the last thirty days or a detailed employer statement on letterhead signed and dated; or

5. Is an emancipated youth (i.e., adolescents who leave the parents' household by agreement or demand). Legal documentation is required; or
6. Is a former foster care youth as evidenced by a letter from the Department of Human Services; or
7. Receives public assistance, or is a member of a family receiving public assistance as evidenced by letter(s) from the Department of Human Services including applicant's name; or
8. Is a public housing resident or member of a family receiving a Section 8 voucher. Sufficient documentation shall consist of a voucher with the parent or guardian's name and documentation that the approved youth is eligible to live at the residence; or
9. Is a member of a group that has been determined to be disproportionately underrepresented in the local workforce, i.e. as determined by statistics by the Federal Department of Labor, State Department of Labor, or Federal Bureau of Labor Statistics; or
10. Is an individual who did not achieve the National Career Readiness Certificate, (NCRC). Documentation that the individual did not obtain at least the Bronze NCRC will be required.

Documentation evidencing the deficiencies identified above must be provided with the eligibility documentation and maintained in the participants' file. In addition, the eligibility and barrier identification must be addressed in the case notes and entered into the statewide management information system (i.e. VOS).

5. For In-School Youth, is attainment only diploma or GED certificate?

ANSWER: ISY credential attainment for high school students is a secondary credential or its recognized equivalent. Credential attainment for college ISY is a post-secondary diploma, degree, certification, or employment.

6. Do literacy/numeracy performance indicators apply to In-School Youth as well as Out-of-School Youth?

ANSWER: Literacy and Numeracy are not performance indicators under WIOA, however if "basic skill deficient" is the eligibility criteria, literacy and numeracy gains will be considered with the mandatory pre-assessment and reflected in the post-assessment.

7. What are the maximum numbers of pages for the Narrative Section of the In-School and Out-of-School Youth Proposals? Is the Budget Narrative included in the number of pages of the Narrative Section?

ANSWER: There is no restriction on the total number of pages submitted as a response to the RFP. Please note any section that may require the Respondent to limit the page quantity of their response to that particular section of the proposal.

8. What do you expect the average award amount will be for the In-School Youth and Out-of-School Youth Programs and the average cost per participant?

ANSWER: WIN is unable to predict the proposed cost that will be received for the services indicated in the RFP, nor the final award amount(s).

9. What specific services will be funded through Supportive Services (transportation, child care, books, uniforms, testing fees)?

ANSWER:

Per the local workforce policy, support services include, based on availability, the following:

A. Transportation Assistance

Transportation assistance is provided in the form of bus passes or gas cards to assist with the expenses of commuting to and from WIOA activities. LWDA 13 may provide participants a one-time, upfront bus pass or gas card as a “good faith” measure” for the participant to attend WIOA activities. In order for the customer to continue receiving WIOA transportation assistance, the customer must provide required documentation of his/her regular participation in WIA/WIOA activities, e.g., attendance records from the instructor for the previous week.¹

B. Training/Work-Related Items

WIOA funds may be used to provide training/work-related items when such is required for the customer’s participation in training or to succeed in his or her employment. The cost for these supportive services is not included in the maximum supportive service amount and will be deducted from maximum ITA amount established by LWDA 13 pursuant to Policy No. 2014:09.

1. Books and supplies. The WIN Staff person may request a books and supplies allowance not to exceed the cost of the books and supplies required for the customer’s particular training. A list of the required books and supplies must be provided by the customer’s eligible training provider. The allowance for books and supplies does not count toward the maximum supportive service allowance provided in Section I above.
2. Work clothing, such as uniforms, boots and business attire while participating in WIOA activities. The WIN Staff person may request a clothing allowance for the actual costs of the items needed by the participant, not to exceed \$250 per participant. This is the total amount for the duration of the program and does not have to be used at one time. All clothing purchased must be job appropriate.

This amount does not include clothing required by training programs with an LWDA 13 eligible training provider, such as CNA, LPN, etc. Clothing required for training must be included on the eligible training provider’s list of training requirements on file with LWDA 13/WIN. The WIN Staff person will need to submit the requirements list from the training provider as support documentation for purchasing clothing for training programs.

3. Tools and equipment, such as stethoscopes, blood pressure cuffs, helmet, gloves, protective eyewear, etc. The WIN Staff person may request a tools and equipment allowance not to exceed the actual cost of the tools and equipment required for the customer’s particular training or occupation. A list of the required tools and equipment must be provided by the customer’s eligible training provider or specified on the applicable position description.

C. Testing Fees

WIOA funds may be used to pay for testing fees when such is required for the customer’s selected training program and is not included in the tuition costs. The eligible training provider must provide documentation listing the required tests and fees. Such fees shall be provided only after the participant has completed the applicable training program and a voucher has been issued. The cost for these supportive services is not included in the maximum supportive service amount and will be deducted from the maximum ITA amount established by LWDA 13 pursuant to Policy No. 2014:09.

¹ Refer to LWDA 13 Policy Numbers 2013:02 and 2014:05 for detailed guidance regarding transportation assistance.

D. Childcare and Dependent Care

Under most circumstances, childcare assistance is available through the Department of Human Services (DHS). In order to qualify for WIOA-funded childcare, the WIN Staff person must have documentation showing that the participant attempted to receive such services through DHS or other programs, and it was unavailable.

Childcare services shall be from a childcare center that has attained a 3-star report card rating by DHS² and otherwise comply with applicable policy. The weekly rate for childcare services shall not exceed the maximum rate allowed by DHS.

E. Other Supportive Services

Subject to WIN management's discretion and the overall guidance provided in this policy, supportive services that are not expressly identified herein may be provided in LWDA 13. Examples include materials for individuals with disabilities, needs-related payments, etc. If other supportive services are required, the WIN staff person shall submit a written request to the Youth Services Manager. Such requests will be reviewed on a case-by-case basis and otherwise comply with this Policy.

10. Can the target population of the Out-of-School Youth Proposal range from 18 – 24 years of age?

ANSWER: Yes, however the definition of an out-of-school youth is from ages 16-24.

11. What is the process if only one entity applies for one of the Comprehensive Youth Programs?

ANSWER: The City of Memphis and WIN reserve the right to evaluate each proposal submitted in compliance with the specifications of the RFP.

² WIOA's childcare allowance cannot be used for childcare service from family or group homes.